

SIPOC System Map w/ Feedback Loops

Document Control # 10109SUPPORT FOR (AGENCY): DFR
FOCUS AREA: Intake Eligibility Determination and On-going Case Management(Management)

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Applicant	Verification items (resource, income and expenses information)	<u>Primary:</u> Oversight of Workers and their Tasks including monitoring of ICES Alerts and approval of novice workers, cases 10088 Intake Eligibility Determination (workers) 10090 Ongoing Case Processing (workers) SPR (Second Party Review-Food Stamps, Medicaid and TANF) Call Help Desk/PAL/Central Office FIATs (overrides) and AUX-Review and Approval (change in Food Stamp and TANF benefits) De-duplicate client records (link RIDs) Intra-Office and inter-office Case Transfers Respond to Phone Calls-Clients and Others Management of Workload (uncovered caseloads and case distribution)	Assistance of TANF, Medical, Food Stamps or other programs Correct benefits/decisions Self-sufficiency Timely processing Ongoing case files Clients Medicaid Disability Packet	Applicant Clients Community (vendors, landlords, etc.) Supervisors Medical Review Team Nursing Homes Hospitals
Client	Personal information			
Pre-screener	Policy			
Other agencies	Case files			
Authorized Rep	MRT Decision			
Community (vendors, employers, landlords, banks, etc.)				
Central Office				
Other Counties				
Medical Review Team				
<u>Nursing Homes</u>				

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		<p>Answer Worker Questions Linking and Pinning OTC/Expedited EBT Cards SPR of Self-Sufficiency Plans and Updates of Self-Sufficiency Plans Approve IMPACT Claims Monitor Reports Team Building Activities Technical: 10127 ICES SAVE CMS INTERNET HCI System BMV CITRIX COGNOS Social: Supervisor/Team Building</p>	Completed by:	Joan Cartwright
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